

| 1999 Performance Plan Goal Reference | Metric/Task Name | HQ DCMC Office Symbol | HQ DCMC Metric Owner, Phone (703)767-xxxx DSN 427-xxxx | DCMDE (617)753-xxxx DSN 955-xxxx | DCMDW (310)900-xxxx DSN 929-xxxx | DCMDI (703)767-xxxx DSN 427-xxxx | CAO |
|---|--|--|---|---|---|---|------------|
| | Goal 1 – Deliver great customer service | | | | | | |
| | Objective 1.1 – Provide the right item at the right time for the right price. | | | | | | |
| 1.1.1 | Increase the percentage of conforming items compared to the FY 98 result. | DCMC-OB | John Childers, x2366 | Joseph Banks, x4788 | Steve Brown, x6547 | Mike McLaughlin, x2746 | |
| 1.1.2 | Improve on-time deliveries by 5%. | DCMC-OB | Mark Melnyk, x3409 | Dennis Magnan, x4504 | Herb Cowart, x6549 | Dave Berry, x2569 | |
| 1.1.3 | Reduce the number of line item schedules delinquent for one year or less by 10% and eliminate all line item schedules delinquent for more than one year. | DCMC-OB | Mark Melnyk, x3409 | Bob Suvall, x4263 | Herb Cowart, x6549 | Dave Berry, x2569 | |
| 1.1.4 | Establish a baseline for the ratio of delay notices issued versus the number of schedules being delinquent. (Investment Goal) | DCMC-OB | Patsy Oburn, x3350 | Dave Pepin, x3233 | Herb Cowart, x6549 | Dave Berry, x2569 | |
| 1.1.5 | Reduce the percentage of contracts that have exceeded their cost or schedule by more than 10% over the FY 98 baseline. | DCMC-OC | Bill Gibson, x3368 | Ram Sinha, x3596 | Barbara Gomes, x6558 | Robert Postumus, x2794 | |
| 1.1.6 | Ensure timeliness of Class I ECP implementation by reducing Class 1 ECP cycle time by 5% from the FY 98 average. | DCMC-OB | Bill Gibson, x3368 | John Dale, x4352 | Kevin Kaboli, x6562 | Robert Postumus, x2794 | |
| 1.1.7 | Reserved | | | | | | |
| 1.1.8 | Ensure 95% of Alerts Customer Priority Surveillance System (CPSS) Requests are responded to within the timeframe specified by the customer | DCMC-OB | | | | | |
| 1.1.99 | Sub-tasks | | | | | | |
| | Objective 1.2 – Team with our business partners to achieve customer results. | | | | | | |
| 1.2.1 | Achieve and sustain a composite rating for customer satisfaction of 5 or greater for 90% of the overall customer base. | DCMC-PA | MAJ Floyd Smith, x2384 | Linda Maturo, x4219 | Dwight Hill, x6583 | Bill Erdbrink, x2755 | |

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| 1.2.2 | Implement the Customer Satisfaction Implementation Plan. (Investment Goal) | DCMC-PA | CAPT Jerry Derrick, x2392 | Linda Maturo, x4219 | Dwight Hill, x6583 | Bill Erdbrink, x2755 | |
| 1.2.3 | Achieve a satisfaction rating of 5 or better for 90% of all Early CAS customers surveyed. | DCMC-OC | Stan Beitsh, x3378 | Christine Yancy, x4082 | Rita Camacho, x6520 | Howard Diltz, x2741 | |
| 1.2.4 | Improve the effectiveness of weapon system software development by engaging in activities to ensure that at least 80% of DCMC major software findings/recommendations made are adopted. | DCMC-OF | Kevin Holt, x3356 | Bob Tobin, x4243 | Sherron Cryer, x6559 | Robert Postumus, x2794 | |
| 1.2.5 | Ensure 85% of canceling funds do not cancel | DCMC-OA | Patty Tellez, x3436 | Ron Pulos, x4403 | Lolita Pizarro, x6567 | Charlene Hammaker-Baez, x2792 | |
| 1.2.6 | Schedule, complete, and maintain analytical assessments on 800 CAGES in FY 99. | DCMC-P | Dave Hartnett, x4746 | Bill Murphy, x4270 | Richard Perras, x6566 | Newt Sterns, x2736 | |
| 1.2.7 | Maintain formal Preaward Survey (PAS) Timeliness at 90% on-time rate. | DCMC-OB | Cynthia Reinhardt, x4742 | Bob Suvall, x4263 | Richard Perras, x6566 | Larry Pigg, x2750 | |
| 1.2.8 | Complete 100% of Congressional and OSD suspenses on time. | DCMC-BA | Patricia McGuire, x2407 | Kathy Maguire, x4235 | LTC Olson, x6012 | Martha Henson, x2490 | |
| 1.2.99 | Sub-tasks | | | | | | |
| | Goal 2 – Lead the way to efficient and effective business processes. | | | | | | |
| | Objective 2.1 – Serve as a catalyst for the revolution in business affairs. | | | | | | |
| 2.1.1 | Achieve final overhead negotiations within a 2 or 3 year cycle for major and non-major contractors respectively. | DCMC-OA | Glenn Gulden, x3406 | Roger Carrasquillo, x3132 | Mike Yancy, x6578 | Marcia Riddle, x2677 | |
| 2.1.2 | Attain a 96%-100% forward pricing rate coverage at beneficial segments, with a minimum of 68% of beneficial segments covered by FPRAs and the balance covered by FPRRs. | DCMC-OA | William Hill, x3388 | Jack McCarthy, x4624 | Briar Visser, x6577 | Marcia Riddle, x2677 | |
| 2.1.3 | Achieve closeout of 75% of other than Firm Fixed Price Contracts and 90% of Fixed Price Contracts within the FAR mandated timeframes. | DCMC-OA | Patty Tellez, x3436 | Joyce Blais, x3398 | Lolita Pizarro, x6567 | Brad Freeman, x2791 | |

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| 2.1.4 | Ensure that all termination dockets are closed within 450 days from the date of termination. | DCMC-OA | Cynthia Brice, x3437 | Janice Boscoe, x3399 | Briar Visser, x6577 | Charlene Hammaker-Baez, x2792 | |
| 2.1.5 | Reduce the total number of overaged CAS noncompliance reports by 40%, from the number overaged at the end of FY 98. | DCMC-OA | Tricia Kobus, x3401 | Barry Levy, x4258 | Mike Yancy, x6578 | Marcia Riddle, x2677 | |
| 2.1.6 | Improve the effectiveness of Specialized Safety. (Investment Goal) | DCMC-OB | Linda James, x3422 | Bruce Fraser, x3154 | Jim O’Kane, x6512 | Larry Papas, x1551 | |
| 2.1.7 | Reduce the FY 99 4 th quarter composite unit cost for all basic CAS cost pools by 5% from the 4 th quarter FY 98 baseline measured at the District level. | DCMC-BD | Les Kuhl, x3631 | Bun Lee, x3673 | Cathy Berrett, x6470 | Charlotte Matousek, x1389 Mark Young, x2788, Bob Posthumus, x2794 | |
| 2.1.8 | Implement the Unit Cost Implementation Plan (Investment Goal) | DCMC-BD | Jim Russell, x2459 | Lynn Thorpe, x4268 | Cathy Berrett, x6470 | Charlotte Matousek, x1389 | |
| 2.1.9 | Institutionalize the Integrated Management System at all levels in the Command. (Investment Goal) | DCMC-BD | Jim Russell, x2459 | David Horton, x4230 | Li Lammert, x6469 | Julie Sexton, x2783 | |
| 2.1.10 | Implement Electronic Document Workflow at 80% of designated DCMC sites. | DCMC-O | Ron Youngs, x3390 | Bud Wylie, x4467 & Tony Gird | | Minerva Blanco, x2756 | |
| 2.1.11 | Achieve the minimum utilization rate of 98% for all GSA leased vehicles in the DCMC fleet. | DCMC-BA | Lisa LeGrand, x2449 | Bob Mazzone, x4329 | Auto Wagner, x6147 | | |
| 2.1.12 | Reduce net usable space at non-contractor locations IAW DLAR 5305.2. | DCMC-BA | Lisa LeGrand, x2449 | Ron Senecal, x4236 | Betty Belleza, x6153 | | |
| 2.1.13 | Reduce the quantity of high grade positions throughout DCMC to 483. | DCMC-BA | Melanie Reinders, x2364 | | Velma Livsey, x6418 | Charlotte Matousek, x1389 | |
| 2.1.14 | Increase the ratio of civilian employees to supervisors to 14:1. | DCMC-BA | Melanie Reinders, x2364 | Robert Totino, x4445 | Velma Livsey, x3949 | Charlotte Matousek, x1389 | |
| 2.1.15 | Achieve and maintain the percentage of undefinitized contract actions at 10% or less. | DCMC-OA | Faye Turner, x3375 | Jeannie Labadini, x3166 | Larry Andrews, x4232 | Brad Freeman, x2791 | |
| 2.1.16 | Improve Negotiation Cycle Time | DCMC-OA | Scott Clemmons, x8128 | Jeannie Labadini, x3166 | Larry Andrews, x4232 | Marcia Riddle, x2677 | |

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| 2.1.17 | Maintain the percentage of on-time contractual aircraft deliveries for all new manufactured, modified, and contractually maintained aircraft under the cognizance of DCMC Flight Operations at 90% or greater. | DCMC-AF | Maj Andrew Chappell, x3419 | LT Mike Rein, x4209 | LTC Baily, x6503 | Maj Sam Bakalin, x2493 | |
| 2.1.18 | Engage in activities to ensure complete and accurate reporting of cost savings and cost avoidances - ROI (Investment Goal) | DCMC-OC | Steve Swart, x3380 | Lynn Thorpe, x4268 & Maurice O'Connor, x3641 | Bob Diamond, x6406 | Bill Erdbrink, x2755, Robert Brooks, x1684 | |
| 2.1.19 | Achieve and maintain PLAS reporting rate of at least 98% of the paid hours for DCMC HQ, each District staff, and all CAOs | DCMC-BD/PLAS Program Mgmt Center | Don Peterson, DSN 930-6591 | | Cathy Berrett, x3969 | Charlotte Matousek, x1389 | |
| 2.1.99 | Sub-tasks. | | | | | | |
| | Objective 2.2 – Accelerate acquisition reform by applying commercial processes and practices. | | | | | | |
| 2.2.1 | Increase the number of paperless transactions to 90% of all transactions occurring in the Progress Payment, Material Inspection, & Receiving Report (DD 250), and contract closeout processes projects assigned to DCMC during FY 99. (Supports MRM #2) | DCMC-O | Maj Paul Yandik, x3441 | Bill Murphy, x4270; (Progress Payments) Barbara O'Connel, x4439; (Closeouts) Joyce Blais, x3398 | | Minerva Blanco, x2756 | |
| 2.2.2 | Increase the amount of excess property disposed of by 20% over FY 98. (Supports MRM #5) | DCMC-OA | Janice Hawk, x3433 | Jack Kesler, x3634 | Marge Cunningham, x6550 | John Reddinger, x2680 | |
| 2.2.3 | Reduce the amount of Lost, Damaged, Destroyed (LDD) Government property by 15% compared to the amount of LDD in FY 98. | DCMC-OA | Loretta Bowman, x3439 | Cal Woods, x3132 | Len Salazar, x6570 | John Reddinger, x2680 | |
| 2.2.4 | Identify and eliminate policies and procedures that lead to the performance of unnecessary source | DCMC-OB | LtCol Karen Osborn, x3442 | Dennis Magnan, x4504 | Steve Brown, x6547 | Mark Young, x2788 | |

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| | inspections. (Supports MRM #10) (Investment Goal) | | | | | | |
| 2.2.5 | Reserved. | | | | | | |
| 2.2.6 | Reserved. | | | | | | |
| 2.2.7 | Reserved. | | | | | | |
| 2.2.8 | Reserved. | | | | | | |
| 2.2.9 | Reserved. | | | | | | |
| 2.2.10 | Reserved. | | | | | | |
| 2.2.99 | Sub-tasks | | | | | | |
| | Objective 2.3 – Leverage information technology to improve business results | | | | | | |
| 2.3.1 | Reserved. | | | | | | |
| 2.3.2 | Implement the Information Technology (IT) Implementation Plan (Investment Goal) | DCMC-AB | Donna McKalip, x6385 | Bud Wylie, x4467 | | Bud Davis, x2732, Tom Campana | |
| 2.3.3 | Reserved. | | | | | | |
| 2.3.99 | Sub-tasks | | | | | | |
| | Goal 3 – Enable DCMC people to excel. | | | | | | |
| | Objective 3.1 – Invest to develop and sustain the right talent. | | | | | | |
| 3.1.1 | Achieve a training investment level of at least 1.5% of gross payroll costs. | DCMC-BG | Jan Pandhi, x2353 | John Bonfiglioli, x4028 | Cathy Burlingame, x6427 | Connie McKeon, x1384 | |
| 3.1.2 | Develop IDPs for 100% of DCMC employees. | DCMC-BG | Jan Pandhi, x2353 | | Cathy Burlingame, x6427 | Connie McKeon, x1384 | |
| 3.1.3 | Achieve a 95% utilization rate for DAU quotas received. | DCMC-BG | Jan Pandhi, x2353 | Mitch Skura, x4290 | Cathy Burlingame, x6427 | Connie McKeon, x1384 | |
| 3.1.4 | Increase the percentage of personnel that are DAWIA certified to level I (70%), level II (90%), and level III (98%). | DCMC-BG | Jan Pandhi, x2353 | Kathy Butera, x3614 | Linda Wallace, x6431 | Connie McKeon, x1384 | |
| 3.1.5 | Implement the Training Implementation Plan. (Investment | DCMC-BG | Jan Pandhi, x2353 | Kathy Butera, x3614 | Cathy Burlingame, | Connie McKeon, x1384 | |

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| | Goal) | | | | x6427 | | |
| 3.1.6 | Achieve a benchmark standard of 40 training hours per employee. | DCMC-BG | Jan Pandhi, x2353 | Kathy Butera, x3614 | Cathy Burlingame, x6427 | Connie McKeon, x1384 | |
| 3.1.99 | Subtasks | | | | | | |
| | Objective 3.2 – Build and maintain a positive work environment. | | | | | | |
| 3.2.1 | Achieve 100% closure of formal EEO complaint cases within the DLA cycle time of 112 days. | DCMC-BA | Kim Dowd, 2435 | Gerard Francis, x3585 | Greg Moore, x6440 | Martha Henson, x2490 | |
| 3.2.2 | Increase the number of EEO (formal and informal) complaint cases referred for ADR within the EEO process. | DCMC-BA | Kim Dowd, x2435 | Gerard Francis, x3585 | Greg Moore, x6440 | Martha Henson, x2490 | |
| 3.2.3 | Complete 100% of civilian performance appraisals and military evaluation reports on time. | DCMC-BA | Patricia McGuire, x2407 (civilian), MSgt Vic Anderson, x5158 (military) | Mary O'Brien, x3387 (civilian only) | SMSgt Young, x6030 | Cov = John Rayford, x2488, Mil = SMSgt Ken Hammond, x1682 | |
| 3.2.4 | Improve 3 of the Top 10 Command-wide areas for improvement identified through the FY 97 Internal Customer measurement. | DCMC-BG | Julie Lynch, x2436 | Robert Joyce, x4502 | | Julie Sexton, x2783 | |
| 3.2.5 | Unfair Labor Practices and Grievances filed with zero final decisions rendered against DCMC Command-wide. | DCMC-BA | Vickie Paskanik, x2428 | Thomas Wall, x4064 | Bernita King, x6303 | Martha Henson, x2490 | |
| 3.2.99 | Sub-tasks. | | | | | | |